

Course Name

AI for Workplace Productivity & Business Efficiency

- From Absolute Beginners to Advance
- Suitable for professionals from banking, telecom, operations, administration, and NGO sectors.

Course Overview

A practical hands-on program designed to help professionals use AI tools to improve communication, documentation, reporting, collaboration, task management, and workplace efficiency.

Day 1 – Introduction to AI & Getting Started with AI Assistants

Understanding AI in the Workplace

- What is Artificial Intelligence?
- AI vs Automation vs Generative AI
- Common workplace use cases
- Benefits and limitations of AI
- Responsible use of AI at work

Exploring Popular AI Tools

- Introduction to ChatGPT
- Introduction to Claude
- Introduction to Microsoft Copilot
- Comparing AI assistants
- Selecting the right tool for different tasks

Writing Better Prompts

- What makes a good prompt?

- Prompt structure and best practices
- Asking effective questions
- Refining and improving AI responses
- Practical prompt exercises

Hands-On Activities

- Creating workplace prompts
 - Getting information and explanations
 - Brainstorming ideas with AI
 - Learning new topics using AI
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Day 2 – AI for Communication, Emails & Documentation

AI-Powered Business Communication

- Drafting professional emails
- Improving tone and clarity
- Creating meeting invitations
- Writing announcements and updates
- Internal and external communication support

AI for Workplace Writing

- Creating reports and summaries
- Drafting policies and procedures
- Preparing project updates
- Creating SOPs and documentation
- Generating business letters

Content Enhancement

- Grammar and language improvement

- Rewriting and simplification
- Translating content
- Converting technical language into simple language
- Creating professional templates

Hands-On Activities

- Email drafting exercises
 - Report generation practice
 - Documentation creation workshop
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Day 3 – Meeting Productivity & Information Management

AI for Meetings

- Preparing meeting agendas
- Generating discussion points
- Creating meeting notes
- Extracting key decisions
- Generating action items

Summarization Techniques

- Summarizing lengthy documents
- Summarizing reports and policies
- Summarizing articles and research
- Creating executive summaries

Knowledge Management

- Organizing information with AI
- Creating FAQs
- Building knowledge repositories

- Information retrieval techniques

AI for Presentations

- Creating presentation outlines
- Slide content generation
- Speaker notes preparation
- Presentation improvement techniques

Hands-On Activities

- Meeting notes creation
 - Document summarization exercises
 - Presentation content generation
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Day 4 – AI for Productivity, Task Management & Automation

Personal Productivity with AI

- Daily planning and prioritization
- Managing workloads effectively
- Creating task lists
- Time management support
- Productivity workflows

AI-Powered Task Management

- Tracking action items
- Follow-up management
- Project coordination support
- Team collaboration techniques
- Progress reporting

Workplace Automation Concepts

- Understanding workflow automation
- Identifying repetitive tasks
- AI-assisted process improvement
- Creating reusable prompt templates
- Building personal productivity systems

Microsoft Copilot for Productivity

- Using Copilot with Word
- Using Copilot with Excel
- Using Copilot with PowerPoint
- Using Copilot with Outlook
- Productivity scenarios and demonstrations

Hands-On Activities

- Creating AI-assisted workflows
- Task tracking exercises
- Productivity planning workshop

Day 5 – Advanced Workplace Applications, Governance & Capstone

AI Across Business Functions

- Banking use cases
- Telecom use cases
- Operations and administration use cases
- NGO and non-profit use cases
- Customer service support scenarios

AI for Data Interpretation

- Understanding data with AI
- Creating insights from spreadsheets
- Trend identification
- Report interpretation
- Decision-support techniques

Responsible & Ethical AI Usage

- Data privacy considerations
- Confidential information handling
- AI risks and limitations
- Bias and fairness awareness
- Organizational AI governance

Building an AI Adoption Plan

- Creating team AI guidelines
- Identifying high-value use cases
- Measuring productivity improvements
- Change management considerations
- Future of AI in the workplace

Capstone Activities

- End-to-end workplace productivity scenario
- AI-powered report creation
- Meeting-to-action workflow exercise
- Team presentation and discussion
- Course wrap-up and next steps

Recommended Tools Covered Throughout the Program

- ChatGPT

- Claude
- Microsoft Copilot
- Copilot for Microsoft 365
- AI features in Word, Excel, PowerPoint, and Outlook
- Basic workflow automation examples using AI tools

This flow starts with AI fundamentals, moves into communication and documentation, then meetings and productivity, followed by automation and business applications, making it suitable for professionals from banking, telecom, operations, administration, and NGO sectors.